

**IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE**

Appl. No. : 10/627,619  
Applicant : William Grant GROVENBURG  
Filed : 28 July 2003  
TC/A.U. : 2416  
Confirmation : 4323  
Examiner : YUEN, KAN  
Atty. Docket : 10030630-01

Title: TROUBLESHOOTING A SPECIFIC VOICE OVER INTERNET PROTOCOL  
(VOIP) TELEPHONE CALL TRANSMITTED OVER A COMMUNICATIONS  
NETWORK

**AMENDMENT and/or RESPONSE under 37 C.F.R. § 1.116**

Mail Stop **AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action of 5 August 2009, please amend the above referenced application as follows and reconsider the application in light of the following remarks.

**This paper includes** (each beginning on a separate sheet):

- 1. Amendments to the claims;**
- 2. Remarks/Discussion of issues.**